

HUMAN RESOURCES

Objectives and Achievements	In Progress
<p>IMPLEMENT HR CENTRALIZATION</p> <p>Objective: Create a cabinet-level human resources department with focus on diversity and inclusion, women's advancement and advocacy and centralizing human resources.</p>	<ul style="list-style-type: none"> ● Acting Cabinet Secretary hired 7/17/17 ● Deputy Secretary hired 8/21/17 ● HR Centralization lead identified 8/25/17 ● Director of the Office of Women's Advancement Advocacy hired on 9/25/2017; office staff hired ● meetings held with the Commission for Women's Hall of Fame, and the Delaware Women's Work Council as required by Title 29 ● Survey for stakeholder feedback went live 10/1 ● HR Leads feedback brainstorming session 10/12 ● HR Centralization Steering Team held first meeting 10/19/17 ● Director of Diversity and Inclusion hired 12/18/17 ● HR Centralization workgroups created 10/30/17 ● Procedures, On-Boarding, e-Personnel Files, and ● Workgroups project charters finalized 12/7/17
Next Steps (Future Activities)	Challenges (Issues and Risks affecting your efforts)
<p>Continue to staff new Divisions as needed</p> <p>Centralization workgroups are working to draft recommendations to the Acting Secretary by 1/2018.</p>	<ul style="list-style-type: none"> ● Each workgroup charter has assumptions identified that will impact success (i.e. budget and funding, centralization, integration with existing HR systems, leadership support)

HUMAN RESOURCES

Objectives and Achievements	In Progress
HR SYSTEMS AND TECHNOLOGY Objective: Identify and fund HR systems and technology needs	<ul style="list-style-type: none">● On-Boarding Workgroup – drafting function requirements for a centralized on-boarding● E-Personnel File Workgroup – reviewing em guidelines (policy), reviewed record retentic schedules for employee personnel files, draft functional requirements for electronic persc system.
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effc
Recommend system needs and estimated cost to the ing Secretary of the Department of Human ources for consideration by 2/1/2018. on approval, finalize system requirement and draft iness cases and RFPs, as needed	<ul style="list-style-type: none">● Assumptions identified that will impact succ budget and funding for centralization, integri existing human resources systems, and lead support

HUMAN RESOURCES

Objectives and Achievements	In Progress
<p>RT RECOMMENDED LEGISLATIVE CHANGES</p> <p>Objective: Clarify scope of DHR centralization program. Are the Judiciary, school districts, Fire Marshal, Fire School, etc. in scope?</p>	<ul style="list-style-type: none">● Included legislative changes in legislative brief Governor’s Office● Reviewing Merit Rules to determine legislative needed
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your effort)
<p>Finalize review of the Merit Rules and Delaware Code; work with the Judiciary, Secretary of Education, and Governor’s office to clarify the scope of the House Bill 4 related to centralization and determine a path forward</p>	<ul style="list-style-type: none">● No change to legislation could result in:<ul style="list-style-type: none">○ Unclear expectations related to organizations included as part of centralization○ Lack of funding to leverage human resources technology systems for schools, higher education, and the judiciary

HUMAN RESOURCES

Objectives and Achievements	In Progress
<p>RT RECOMMENDED LEGISLATIVE CHANGES</p> <p>Objective: Transfer responsibility for funding employee development from DOL/DEDO to DHR</p>	<ul style="list-style-type: none">● Included legislative changes in legislation passed by the Governor’s Office
Next Steps (Future Activities)	Challenges (Issues and Risks effecting your efforts)
<p>Clarify changes to Delaware Code Title 29 related to Blue Collar and work with the Secretary of Labor and Secretary of State on a path forward</p>	<ul style="list-style-type: none">● No change to legislation could result in reduced funds for employee development for employees in paygrades 10 and below

HEALTHCARE

Objectives and Achievements	In Progress
<p>REDUCE HEALTHCARE OPERATING COSTS</p> <p>Objective: Offer State employees, retirees, and dependents adequate access to high quality healthcare that produces good outcomes at an affordable cost, promotes healthy lifestyles, and helps them be engaged consumers.</p> <p><i>(led by DHR/Statewide Benefits Office)</i></p>	<ul style="list-style-type: none"> ● Conducted a Request for Proposal for medical Third Party Administrators for FY18, which resulted in the elimination of certain plans and the integration of value-based components in remaining plans to better manage care and reduce State Health program costs ● Launched a new healthcare consumerism website ● Created “Being a Wise Healthcare Consumer” course and reached over 28,000 employees statewide with an overall 53.1% completion rate ● Offered pre-Open Enrollment employee education session that provided employees with an opportunity to engage, ask and learn about new components for Open Enrollment 2018 ● Offered new online tool, “myBenefitsMentor”, to educate employees on their prior year health care spending and options available ● Launched an interactive online Open Enrollment benefit calculator tailored to the individual as an employee or retiree ● Increased active enrollment in eBenefits by 30% ● Partnered with DHSS/DPH to promote and increase community preventive care and cancer screenings ● Implemented Diabetes Prevention Programs for members in Highmark and Aetna group health insurance program ● Monitored impact of reduction of copays for urgent care and high-tech imaging at freestanding sites implemented for utilization at the lower cost sites and net savings to the Health Insurance Program of \$2.6 million in FY17 ● Produced Flexible Spending Account video to increase awareness of the advantages of enrollment and to increase enrollment for 2018 plan year ● Initiated file sharing process between Workers’ Compensation and Disability vendors to properly and more timely offset paid disability

	<ul style="list-style-type: none"> ● Successfully returned to work 88% of disability beneficia ● 97.1% of the 500 locations reported worker’s compensa electronically
<p>Next Steps (Future Activities)</p> <p> e to initiate campaigns and programs to engage members i education and use data analytics to measure changes in utilization and the impact of those changes on the long group Health Insurance Program growth projections effectiveness and cost of transparency tools through vendors or independent vendors and evaluate value based contracting and ability to the market and/or implement additional options and incentives for are steerage where members can access high quality care er cost than hospital based facilities member visits to emergency room for non-emergency ns by increased communication on alternative options of icine, urgent care and 24/7 nurse line e prevalence of pre-diabetes through educational ns and coordination with diabetes prevention programs e to develop procedures and job aids for human is/benefits personnel to ensure consistently vely manage workers compensation claims handling our third party administrator to control our total fiscal ments </p>	<p>Challenges (Issues and Risks effecting your e</p> <ul style="list-style-type: none"> ● Continue to engage members and expand education ava ● importance of preventive care and screenings at no cost members ● Continue to offer benefit plan types, plan design and co: changing needs of employees and pensioners while rem within budgetary constraints ● Maintain compliance with all federal and state legislatio mandates including patient protection and the affordab